

DEPARTMENT OF  
DEFENSE, VETERANS AND EMERGENCY MANAGEMENT  
Military Bureau  
Joint Force Headquarters, Maine National Guard  
Camp Keyes, Augusta, Maine 04333-0033

04 September 2013

**TECHNICIAN POSITION VACANCY ANNOUNCEMENT #13-089**

**\*\*\*INDEFINITE\*\*\***

**POSITION:** IT Specialist (NETWORK/CUSTSPT) (D2180000) (GS-2210-07/09) EXCEPTED POSITION

**LOCATION:** 243<sup>RD</sup> Engineering Installation SQ, South Portland, Maine

**SALARY RANGE:** \$54,032 to \$70,236 per annum

**CLOSING DATE:** 18 September 2013

**AREA OF CONSIDERATION:** First consideration will be given to all qualified permanent and indefinite Maine Air National Guard Enlisted (**E-6 and Below**) Technicians who apply. In the event no selection is made from the initial Promotion and Placement Certificate, concurrent consideration will be given to qualified Maine Air National Guard Enlisted(**E-6 and Below**) personnel who apply.

**PERMANENT CHANGE OF STATION (PCS):** PCS expenses may not be authorized for this position. Authorization for payment of PCS expenses will be granted only after a determination is made that payment is in the best interest of the Maine National Guard.

**DUTIES:** See attached duties and responsibilities.

**MINIMUM QUALIFICATION REQUIREMENTS:** Each applicant must show how they meet the General and Specialized Experience listed below; otherwise, the applicant may lose consideration for this job.

**GENERAL EXPERIENCE:** Technical, analytical or administrative experience which has demonstrated the applicant's ability to analyze problems of organization, workforce, information requirements, etc. and provide systematic solutions; and the ability to deal satisfactorily with others.

**SPECIALIZED EXPERIENCE:** Must have twelve (12) months experience for GS-07 or twenty-four (24) months experience for GS-09, which required the applicant to acquire and apply each of the following knowledge, skills, and/or abilities:

**GS-07**

1. Ability to apply troubleshooting and data analysis methods to resolve operating problems.
2. Knowledge of network configuration techniques, computer equipment and assigned system software to determine source of failure.
3. Knowledge of and skill in using software, IT security principles and functional application software.

4. Knowledge of network use and maintenance sufficient to give needed guidance or training to customers to prevent problem recurrences.

### **GS-09**

1. Knowledge of computer systems and information transmission systems standards and equipment sufficient to install, configure, upgrade and troubleshoot hardware components.
2. Knowledge of LAN/WAN standards and equipment sufficient to install, configure, and troubleshoot LAN and WAN components such as routers, hubs, switches, and servers.
3. Knowledge of customer service and support principles and methods sufficient to provide delivery of a wide range of customer support services to all service organizations.
4. Knowledge of configuration management concepts and life cycle management concepts sufficient to identify the need to upgrade or enhance network component capabilities.
5. Ability to establish network performance levels by analyzing existing equipment, software, and operating systems for modifications, upgrades, replacements, etc., to improve operational efficiency.

**COMPATIBILITY CRITERIA:** 3D0X1, 3D0X2, 3D0X3, 3D1X1, 3D1X2, 3D1X3 **NOTE:** If you do not possess the compatible AFSC, you will not be disqualified for being considered. Selected applicant must be prepared to attend the appropriate school.

**MILITARY ASSIGNMENT:** 3D1X1

**OTHER PLACEMENT FACTOR:** Incumbent will be required to be militarily assigned to the 243<sup>rd</sup> EIS.

**SUBSTITUTION OF EDUCATION FOR SPECIALIZED EXPERIENCE:** A maximum of 12 months of the required experience may be substituted by successful completion of undergraduate study in an accredited college or university at the rate of 30 semester hours for 12 months of experience. The education must have been in fields directly related to the type of work of an Information Technology Specialist. **Applicant must provide a copy of transcript to receive substitution of education.**

**ADDITIONAL REQUIREMENT:** As a condition of employment, individuals have 6 months in which to complete and receive the SEI 264 (for the level and grade at which the person is serving) mandated by DoD Career Development Program for Information Assurance Workforce Improvement Program (DoD 8750.01M).

**HOW TO APPLY:** Detailed instructions are contained in an Instruction Guide titled “Technician Vacancy Announcement Guide” which should be posted with this vacancy announcement. Applicants may apply using the OF Form 612 Optional Application for Federal Employment, a resume, or any other format they choose. In addition to their basic application, applicants are strongly encouraged to complete ME Form 171, Military Experience and Training Supplement. Applications forwarded to HRO should be no more than eight (8) pages although additional pages may be submitted as necessary. Applications should include written or documented proof of education, training, and work experience deemed necessary to adequately respond to general and specialized experience factors listed in the TPVA. Professional licenses or education transcripts necessary to validate qualifications should be submitted as required in the TPVA. Do not include photo copies of awards (a military ribbon rack or

civilian certificate), letters of commendation, enlisted or officer performance reports, Technician performance appraisals, and personal photos unless specifically requested in the TPVA". Applications must be forwarded to: Joint Force Headquarters, ATTN: HRO, Camp Keyes, Augusta, Maine 04333-0033, NOT LATER THAN the closing date. Applications received AFTER the closing date WILL NOT BE CONSIDERED. The use of government envelopes, postage or facsimile machines to submit applications is prohibited. We are allowed to receive facsimiles sent from non-government facsimile machines. The inter-office distribution system may be used. You may also e-mail it to: [ng.me.mearng.list.hro-applications@mail.mil](mailto:ng.me.mearng.list.hro-applications@mail.mil)

**APPOINTMENT:** Selectee will be required to participate in Direct Deposit/Electronic Funds Transfer as a condition of employment. The Adjutant General retains exclusive appointment authority for Technicians. No commitment will be made to any nominee prior to a review of qualifications by this office. The Maine National Guard is an Equal Opportunity Employer. All appointments and promotions will be made without regard to race, color, creed, sex, age or national origin.

**DISSEMINATION:** Supervisors, please post to bulletin boards, read at unit formations and notify personnel who may be interested. Qualified personnel who may be absent during this announcement period due to ADT, AT, TDY, school, illness, etc., should be notified.

WORK: DSN 626-6017 / COM (207) 430-6017 FAX: DSN 626-4246 / COM (207) 626-4246

FOR THE HUMAN RESOURCES OFFICER:

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CRAIG P. BAILEY  
MSG, MEARNG  
Human Resources Specialist  
(Classification)

25.

**INTRODUCTION:**

This position is located in the Operations Flight of a Base Communications Squadron, Mission Support Group, in an Air National Guard Wing. This position is responsible for providing voice, data, wireless and information security services provided to the Wing, supported Geographically Separated Units(GSU), and tenants. The purpose of the position is to serve as an Information Technology(IT) specialist performing analytical and evaluative duties related to classified/unclassified computer networks, controlling, coordinating, tracking all IT systems production activities, base level assistance in the operation and maintenance of the installation's computer network and providing technical assistance, training and support to customers. This position provides tier one support to the Wing, GSU and tenants.

**MAJOR DUTES:**

1. Administers classified and unclassified local area network (LAN) clients, monitors ongoing operation of network systems to ensure hardware and software functions and meets operational standards. Identifies and resolves complex network related problems occurring within the assigned area of responsibility. Responds to customer requests for assistance, ensuring trouble reports are handled expeditiously. Troubleshoots hardware, software and LAN/Client operating system problems. Evaluates workstations for appropriate type of hardware and software to ensure system interoperability. Installs associated peripheral hardware in workstations. Formats hard drive file systems using current industry standards and allocates file names using proper naming conventions. Utilizes workstation troubleshooting tools. Installs, configures and troubleshoots current downward directed operating systems. Reviews audit logs and trace files to identify, analyze and isolate potential problem sources. Identifies and determines corrective actions to be taken due to job failures not covered by established procedures. Resolves system failures and provides advice and assistance to minimize interruptions in customers' ability to carry out critical business activities. Identifies application problems; consults with vendors and operating personnel; explores applications, operating systems, hardware and software programs to pinpoint the source of problems; and initiates corrective actions in such a way as to minimize network service interruptions. Documents results of analyses, tests and the techniques and procedures applied in problem resolution to establish a record of activities for future use. Promotes network security by ensuring compliance with established security plans, policies and standards. Administers customer accounts and provides initial orientation to new customers. Creates and deletes user accounts, assigns and resets passwords. Maintains applications programs and modifies program contents to provide for new data and output when such changes do not modify the original programming logic and techniques. Performs troubleshooting on clients to include basic functions such as unlocking user accounts, building and maintaining organizational mailboxes, mapping drives, printer installation and troubleshooting. Coordinates and prepares item for contract or warranty repair or replacement. Receives, inspects, installs and verifies proper operation of equipment returned and accomplishes required documentation.
2. Incumbent uses data, voice and wireless principles to plan, test and configure client systems, network, voice and personal wireless communications system, to include specialized and unique platform IT systems. Participates in planning, monitoring, testing, maintaining and operating multiple client systems-based platforms. Installs network hubs, switches and client workstations. Optimizes and fine tunes performance and troubleshoots common to complex client system problem-to-date infirms. Resolves connectivity and interoperability conflicts between network components. Analyzes reliability of

installed equipment and software and studies usage reports to identify and correct problems. Applies a wide variety of methods and practices to ensure systems are used properly. Identifies trends in the types and frequency of errors and recommends changes to ensure optimum effectiveness is achieved. Develops instructions for and assists network technicians with installing, implementing, integrating and maintaining networked systems. Researches functional requirements of organizations and determines future needs of client systems to ensure hardware and software are in place and functioning properly at the time of implementation. Analyzes reports, equipment usage and capabilities to identify potential problems to management. Implements new systems hardware and software to support networks. Remains abreast of changes in technology and applications that impact network client operation. Participates in the resolution of very complex network, voice and personal wireless communications problems by collaborating with technical specialist.

3. Provides real time monitoring of critical command and control mission related systems within Wing, GSU, and tenant organizations for information technology production control. Analyzes and resolves complex problems and trends. Records and reports IT incidents as they occur to effectively track outages and types of interruptions to service and to build a knowledge base for future problem resolution. Analyzes data to determine trends in use or performance that could lead to future problems. Researches, evaluates and provides feedback on problematic trends and patterns in customer support requirements. Makes recommendations to modify manner of use, installation of upgrades, or modifications of programs to provide a continuous flow of information. Coordinates efforts between network customers, system support personnel and commercial vendors to identify and resolve network, software, and other system anomalies. Monitors available tools for reportable incidents and status reporting, obtains clarification from originating agency, manages a historical database for trend analysis on outages and limiting factors and provides management with accurate up-to-date information. Assigns, tracks and prioritizes job control numbers. Obtains and maintains client system technician (CST) privileges and status.
4. Provides customer support, assistance, training and orientation to Wing, GSU and tenants. Provides technical assistance to current and potential users and proactively interacts with users to ensure proper operation and security of computer systems, hardware and software. Demonstrates processes and provides orientation for new users. Directs and provides dynamic information technology assistance with software installations, hardware configurations and interoperable IT systems, networks, command, control, computers communications and information (C4I). Provides instructions to customers on accessing data, processing, space utilization efficiencies and program and data recovery techniques. Consults with customers regarding potential system or program upgrades. Ensures periodic systems checks are conducted on all systems to ensure full operational status. Assists in the management of IT projects for customers defining necessary resources and project timelines to ensure requirements are satisfied. Adheres to management control plan requirements by conducting self inspection and staff assistance visits. Resolves identified discrepancies. Provides input to and coordination on relevant support agreements that require section support to ensure they correctly identify products and services required.
5. Adheres to management control plan requirements by conducting self inspection and staff assistance visits. Resolves identified discrepancies.
6. Maintains required information assurance certification IAW DoD 8570.01-M, Federal Information Security Management Act of 2002, Clinger Cohen Act of 1996.
7. Performs other duties as assigned.